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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/024,796	12/19/2001	Stephen Todd	07072-145001	6077

51576 7590 03/16/2007	EXAMINER
EMC CORPORATION c/o DALY, CROWLEY, MOFFORD & DURKEE, LLP 354A TURNPIKE STREET SUITE 301A CANTON, MA 02021-2714	AL HASHEMI, SANA A

	ART UNIT	PAPER NUMBER
	2164	

SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
3 MONTHS	03/16/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>05 June 2006</u>.

2a)☒ This action is **FINAL.**   2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-22</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-22</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☒ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date <u>1/12/07</u>.

4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .

5) ☐ Notice of Informal Patent Application

6) ☐ Other: _____ .

Supplemental

DETAILED ACTION

1.   This action is issued in response to amendment filed 6/5/06.

2.   Claims 1-22 are rejected.

Information Disclosure Statement

The information disclosure statement (IDS) submitted on 1/12/07 was filed after the

mailing date of the office action on 10/13/06 . The submission is in compliance with the

provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being

considered by the examiner.

Claim Rejections - 35 USC § 102

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed
in the United States before the invention by the applicant for patent or (2) a patent granted on an application for
patent by another filed in the United States before the invention by the applicant for patent, except that an
international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this
subsection of an application filed in the United States only if the international application designated the United
States and was published under Article 21(2) of such treaty in the English language.

Claims 1-22 are rejected under 35 U.S.C. 102(e) as being anticipated by Raja (US Patent

Application Publication No. 2005/0049903 filed 9/29/03 and a divisional of application

09/452898 which was filed 12/1/1999).

Regarding Claims 1, 21, and 22, Raja discloses a method, apparatus and a computer

program product residing on a computer-readable medium for managing workflows in a service

provider environment in which a service provider provides data storage resources to a customer,

comprising:

providing a customer with a list of types of work order requests based on a permission

level associated with the customer, the work order requests (Fig. 2, 282, and Paragraph 0105,

wherein each tack and time is subject to approval, based on the individual level, Raja)

comprising

requests to manage storage configuration (Paragraph 0041, Raja);

receiving a selection of a type of work order request from the customer (Fig. 2, 280,

wherein the template drop down menu corresponds to the selection of work request and get

template corresponds to receive the work request, Raja);

enabling the customer to generate a work order request of the selected type in a work

order request submission (Fig. 2, "submit & save selected Cells corresponds to enabling to

generate since the customer update the fields and save it, Raja);

creating a database object based on the work order request (Fig. 6A, wherein updating

contact setup the user is creating a database object based on the work order request, Raja); and

storing the database object in a database (Fig. 6A, wherein the save feature corresponds

to storing, Raja).

Regarding Claim 2, Raja discloses a method wherein enabling comprises:

providing to the customer at least one task screen corresponding to the selected type of

work order request and usable by the customer to generate the work order request (Fig. 2, Raja).

Regarding Claim 3, Raja discloses a method wherein the work order request comprises

values of parameters specific to the selected type of work order request (Paragraph 0045, Raja).

Regarding Claim 4, Raja discloses a method wherein the database object comprises

elements that include a customer identifier and the selected type of work order request Fig. 2,

270, wherein the Name and Use ID corresponds to customer identifier, and 210, which

corresponds to type of work, Raja).

Regarding Claim 5, Raja discloses a method wherein the elements further include a state

to indicate status of the work order request (Fig. 4, 495, Status, Raja).

Regarding Claim 6, Raja discloses a method wherein the state is set to indicate a new

work order request initially and later changed to indicate a closed work order request (Paragraph

0083, wherein the marked completed corresponds to closed, Raja).

Regarding Claim 7, Raja discloses a method further comprising:

assigning a work order request identifier to the work order request (Paragraph 0099,

Raja); and

providing the assigned work order request to the customer (Paragraph 0100, Raja).

Regarding Claim 8, Raja discloses a method wherein the database object is stored in the

database as a table entry, the table entry including fields to store information associated with

each of the elements (Paragraph 0054, Raja).

Regarding Claim 9, Raja discloses a method wherein the elements further comprise the

assigned work order request identifier and the work order request is stored in one of the fields in

the table entry (Fig. 3, 310-340, Raja).

Regarding Claim 10, Raja discloses a method further comprising:

processing the work order request using the table entry (Paragraph 0059, Raja),

processing comprising

attempting to perform any tasks required to satisfy the work order request (Paragraph

0061, Raja); and

updating the state based on the results of the processing (Paragraph 0083, Raja).

Regarding Claim 11, Raja discloses a method wherein updating comprises:

marking the state to indicate that the work order request is closed (Paragraph 0083,

wherein the marked completed corresponds to closed, Raja) if such tasks are performed

successfully; and

marking the state to indicate a failure if such tasks are not performed successfully (Fig.

19, "Manager Disapproval" corresponds to failure, Raja).

Regarding Claim 12, Raja discloses a method further comprising:

generating a billable event when the work order request is closed (Paragraph 0083,

Raja).; and

storing the billable event in the database in association with the customer identifier and

account information (Fig. 7C, 7304, Raja).

Regarding Claim 13, Raja discloses a method wherein work order request submission is

in the form of an email (Paragraph 0195, Raja).

Regarding Claim 14, Raja discloses a method wherein work order request submission is

in the form of HTTP (Fig. 14, 1460, 1470, wherein sending an email requires the use of the http

as disclosed in Paragraph 0109, Raja).

Regarding Claim 15, Raja discloses a method wherein processing is managed by a

workflow automation that periodically queries the database to locate any new work order

requests based on the state in the table entry for each work order request (Paragraph 0102, Raja).

Regarding Claim 16, Raja discloses a method wherein the processing, updating, and the

generating and storing of the billable event are handled by the workflow automation (Paragraph

0116, Raja).

Regarding Claim 17, Raja discloses a method wherein the workflow automation invokes

other processes needed to perform the work order request (Paragraph 0121, Raja).

Regarding Claim 18, Raja discloses a method wherein processing is managed manually

by an administrator of the service provider (Paragraph 0122, wherein the information is entered

by the client/manager which corresponds to manually, Raja).

Regarding Claim 19, Raja discloses a method wherein the processing, updating, and the

generating and storing of the billable event are handled manually by the service provider

administrator (Paragraph 0122, wherein the information is entered by the client/manager which

corresponds to manually, Raja).

Regarding Claim 20, Raja discloses a method wherein the processing, updating, and the

generating and storing of billable events are managed manually by the service provider

administrator when the state indicates a failure (Paragraph 0125, Raja).

Response to Amendment

Applicant argue the applied art fails to disclose " providing a customer with list of types

of work order request based on a permission level associated with the customer, the work order

request comprising requests to manage storage configuration… creating a database object based

on the work order request… ."

Examiner disagrees. Refereeing to Fig. 7C, paragraph 0103, Paragraph 0105 the

reference discloses, "referring to FIG. 13, the approval process can be done at the

Resource/Project Level, or time can be approved /disapproved at the individual project/task/day

level. All approval/disapproval processing is done on an exception basis so that the manager

only needs to look at those specific times for which action is required." Which in other words

provide a work order based on the permission level, since the project/ tack is subject to approval.

Applicant argues that the "a time sheet is simply a mechanism for tracking time spent on

a particular project or task, whereas a work order request is a request for a particular task to be

performed".

Examiner disagrees. The applicant argues the intended use of the method the and

Referring to FIG. 2, all time for a week (260) is entered by a Resource (270) into a single

Timesheet and then the system routes the entries to the appropriate approving Project, Client

and Cost Center Managers. A cost center manages any non-billable time and expense

processing. Cost centers serve at least three significant functions. First, each resource is assigned to a cost center and a cost center manager approves the resource's off-time timesheet entries. Secondly, the cost center is a collection point for all standard costs not directly associated with a project. Finally, the cost center's accounts payable clerk reimburses resources for approved expense sheets. Therefore the citied portion of the Raja discloses a task to be performed as claimed.

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).
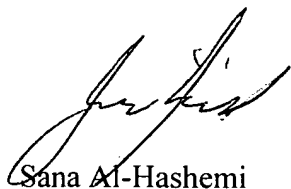
A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Point of Contact

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sana Al-Hashemi whose telephone number is571-272-4013. The examiner can normally be reached on 8Am-4:30Pm.

The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Sana Al-Hashemi
Primary Patent Examiner
Technology Center 2100
February 28, 2007